



# ProAdmin Installation Guide



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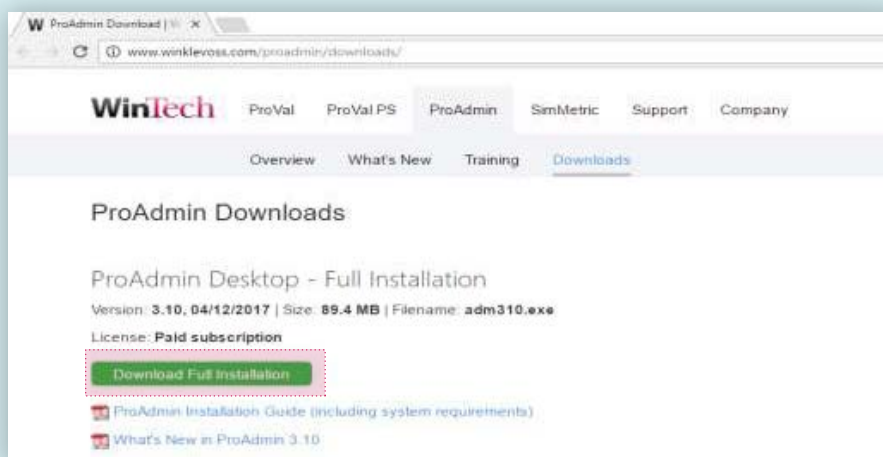
# Installing ProAdmin



**NOTE:** Ensure that you have the necessary permissions to install ProAdmin; in most cases this means that you must be the local administrator on the target machine. If in doubt, please contact your network administrator. Local Port 1947 must be open and available.

## OBTAINING PROADMIN INSTALLATION PROGRAM

Visit <http://www.winklevooss.com/proadmin/downloads/> and click the "Download Full Installation" button to download the installation program, ADMvvv.exe, where vvv is the version number.



## INSTALLING PROADMIN



**NOTE:** The default location C:\Program Files(x86)\WinTech\ProAdmin is the recommended installation directory for ProAdmin.



**NOTE:** We no longer recommend a Network install for ProAdmin because it doesn't work well in the virtual and remote setups that are now pervasive. Fortunately, there are easy ways to distribute updates to local installations, which was the point of a Network install. If needed, the Network Installation Instructions can be found at <https://www.winklevooss.com/client-support/#knowledge-05>



## Installing with ADMvvv.EXE(Recommended installation method)

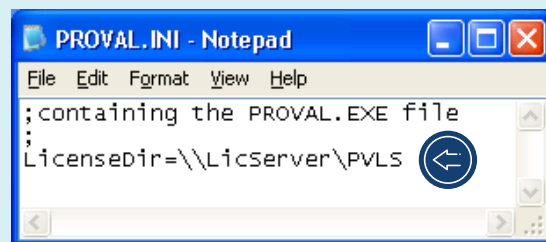
1. **Uninstall previous versions of ProAdmin.** If you plan to install ProAdmin to a folder that already contains another version of ProAdmin, you must go to Add/Remove programs and uninstall the existing version of ProAdmin (if you're not sure how to do this, refer to the [Uninstalling ProAdmin](#) section of this document). Alternatively, you can install the new version of ProAdmin in a different folder.
2. **Run the ProAdmin installation program** (ADMvvv.EXE) and follow the instructions.
3. **License ProAdmin.** There are two methods of licensing ProAdmin – Single User License Keys and Multi User Licenses (sometimes referred to as “network licenses”). For more details, please see the [ProAdmin Licensing Explained](#) section in this document.

### For Single-User Licenses

Simply install the Software Key.

### For Multi-User Licenses

When ProAdmin is run for the first time you should receive an “Unable to locate a valid ProAdmin license” Message. Click the “Edit INI File...” button. Update the LicenseDir setting. For more details refer to License Server Installation Guide.pdf (located in the ProAdmin installation folder).



4. **Start ProAdmin** by double-clicking the ProAdmin icon on the desktop or the Windows Start menu. If you get an error message that ProAdmin is unable to initialize a hardware key, refer to the **Error! Reference source not found.** section of this guide.



**NOTE:** If you get an error while trying to start ProAdmin 3.15 you may need to delete the following folder C:\Users\%username%\AppData\Local\VirtualStore\Program Files (x86)\WinTech and then relaunch ProAdmin.

## Installing with ADMvvv.MSI

1. **The ProAdmin MSI** does not include any of the Necessary prerequisites. If you do not have the required prerequisites you will need to download and install them manually using the links below.

[Microsoft Visual C++ 2015 Redistributable Update 3 RC x86 or Newer](#)

[Microsoft Visual C++ 2015 Redistributable Update 3 RC x64 or Newer](#)



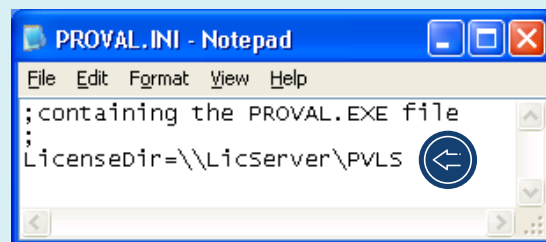
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**NOTE:** If you get an error while trying to start ProAdmin 3.15 you may need to delete the following folder C:\Users\%username%\AppData\Local\VirtualStore\Program Files (x86)\WinTech and then relaunch ProAdmin.



## PROADM.INI LOCATION

### ProAdmin.ini default location

- a. When installing ProAdmin into C:\Program Files (x86)\ or using a network setup (N:\ProAdmin) a ProAdmin.ini file is created in C:\Users\%username%\AppData\Roaming\WinTech\ProAdmin (If the folder is hidden you can type the path manually to access the directory).
- b. If ProAdmin is installed in a custom location the ProAdmin.ini file will be created in the installation directory (e.g., C:\ProAdmin).

### Manually specify the ProAdmin.ini location

- a. Find the ProAdmin icon on the desktop and right-click the icon. On the popup menu, click Properties.
- b. Change the "Start in" field to be the location of the ProAdmin.ini (e.g., C:\ProAdmin).

## APPLYING UPDATES



**NOTE:** Updates will only work for the current version of ProAdmin eg. adm320.exe cannot be used to update ProAdmin 3.19

We regularly release updates for ProAdmin to fix bugs and improve functionality. These updates are available on our website. To update your copy of ProAdmin, visit the ProAdmin Downloads page at:

<http://www.winklevoss.com/ProAdmin/Downloads>

Download the latest version of ProAdmin and **Run the ProAdmin installation program** (AVVvwv.EXE) and follow the instructions.

**IT professionals** we provide an MSI installer package for ProAdmin which can be used to push out ProAdmin updates using GPO or other automated processes.

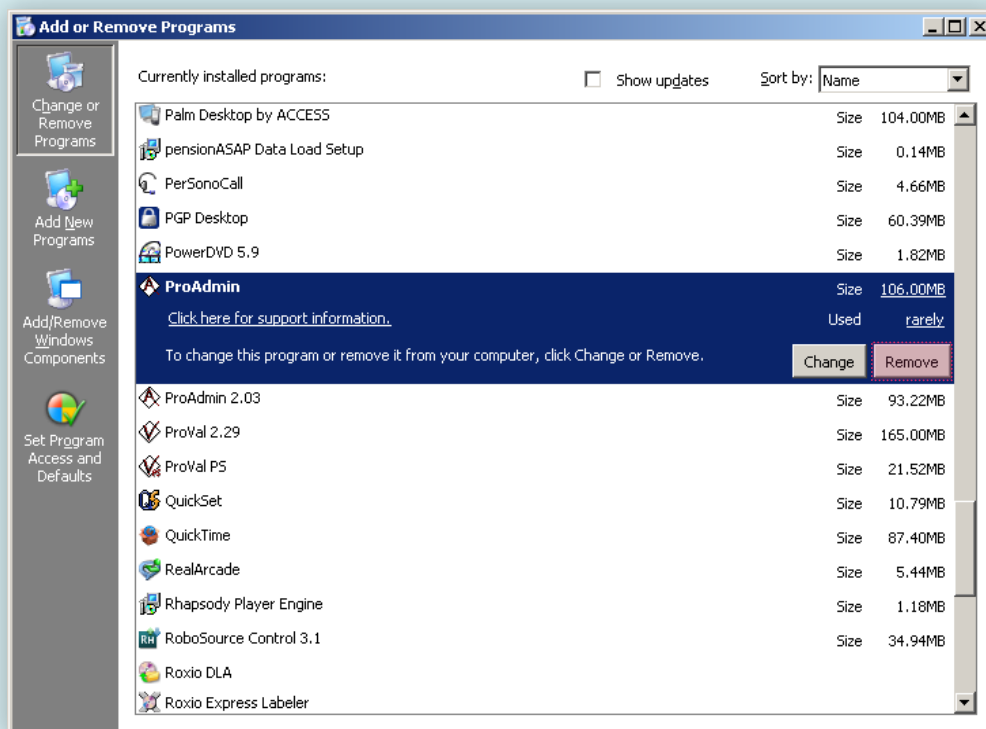
We will continue to make the .zip file available for updating upon request.



## UNINSTALLING PROADMIN

To uninstall ProAdmin, do the following:

1. Click the Start button, point to Settings, and click Control Panel.
2. Double-click the Add/Remove Programs icon.



3. Select ProAdmin in the list of software and click the Remove button.





# ProAdmin Licensing Explained

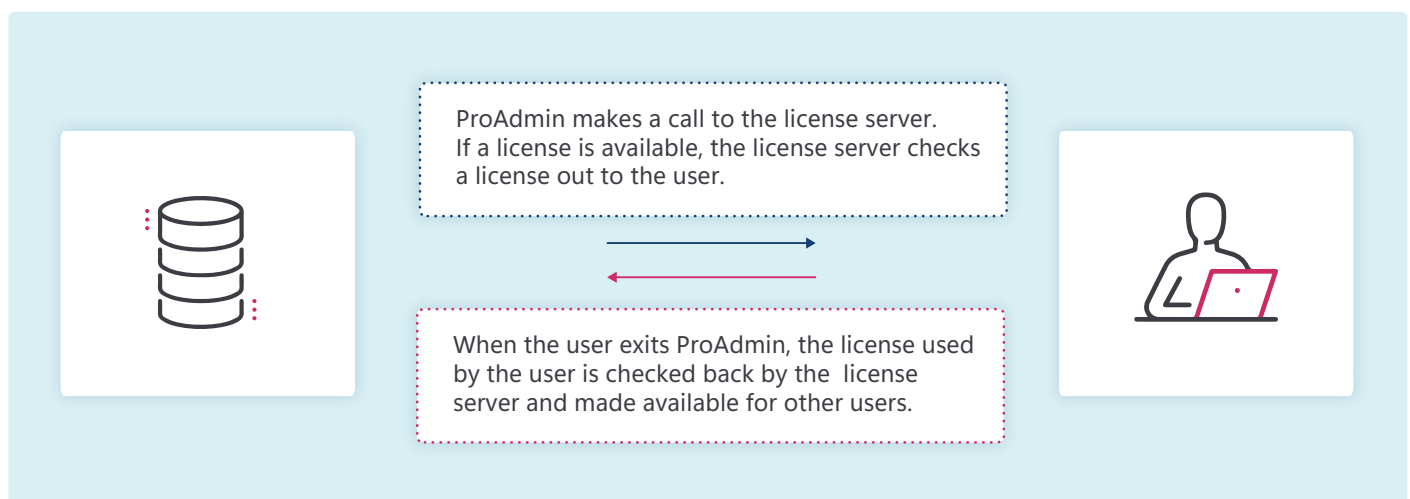
ProAdmin is leased to our customers on a concurrent-use licensing model, which means that a license may be shared by multiple users as long as it is not being used simultaneously. Please refer to your lease agreement for further information. ProAdmin licensing is enforced using Software keys (Instructions for software key installation are sent upon request).

## SINGLE-USER LICENSING

- Single-user keys contain one license and facilitate the use of ProAdmin on the workstation where the key is installed.
- This is the simplest form of licensing available and is ideal for smaller organizations and mobile users.
- Each key usually expires at the end of each year and is updated annually, subject to license renewal.

## MULTI-USER LICENSING

- Multi-user keys (sometimes called “network keys”) contain one or more licenses and facilitate the use of ProAdmin for multiple users.
- This form of licensing is ideal for larger organizations and requires the use of a separate license server.
- You will receive ONE key that will install into your license server and will serve multiple users of ProAdmin. The license server will check out licenses as users request them and check them back in when users exit ProAdmin. Please consult the License Server Installation Guide (present in the ProAdmin installation folder) for more details.



- For portability, the PVLS allows users to check out “commuter licenses”. Once checked out, a user may hit the road and not worry about being connected to a ProAdmin License Server or carrying around a single-user hardware key.



## REQUESTING LICENSES

- To request ProAdmin licenses, please contact WinTech Sales [sales@winklevoss.com](mailto:sales@winklevoss.com). While ordering licenses, please be sure to specify the kind of license (Single-User or Multi-User).
- Please note that single-user keys CANNOT be interchanged with multiuser keys. If you wish to move from one licensing mode to the other, you should contact WinTech Sales.



# Post-Installation Considerations

After installing ProAdmin, do consider taking advantage of all the support services that WinTech offers to make the use of ProAdmin easy and convenient.

## CONTACTING WINTECH SUPPORT



E-MAIL

support@winklevoss.com



PHONE

+1.203.861.5540

**Normal Business Hours:**

Monday - Friday

8:30 am – 5:30 pm Eastern

## ATTENDING TRAINING SESSIONS

In order to make the most of ProAdmin, attending one of our training sessions is highly recommended. Please visit the **ProAdmin Training** web page for further details:

<https://www.winklevoss.com/proadmin/#training>

## STAYING IN THE LOOP

To keep abreast of the latest developments in ProAdmin:

- **Consider joining the ProAdmin Mailing List** to receive email announcements for new versions, updates, web-based conferences, user's group meetings, and other events. You may request that we add you to the ProAdmin mailing list by writing to support@winklevoss.com.

- Occasionally visit the **ProAdmin What's New** page:

<https://www.winklevoss.com/proadmin/releases/>



# Troubleshooting

For the most up to date troubleshooting visit our knowledgebase at

<https://www.winklevoss.com/client-support/#knowledge>



# Appendix A: ProAdmin Desktop System Requirements

## SYSTEM REQUIREMENTS



### OPERATING ENVIRONMENT

Microsoft Windows 10 Family.  
Microsoft Windows 11 Family.  
Microsoft Windows Server 2016 Family.  
Microsoft Windows Server 2019 Family.  
Microsoft Windows Server 2022 Family.

#### NOTES:

ProAdmin does not work on Mac OS<sup>®</sup>, UNIX<sup>®</sup> or Linux.  
Compatible with 64-bit OS, running as 32-bit application.



### PROCESSOR\*

Intel i3<sup>®</sup> or equivalent (minimum).  
Intel i5 4 core<sup>®</sup> or equivalent (recommended).



### MEMORY\*

1.5GB (minimum) to 3GB (recommended) of available memory per processor core.



### DISK SPACE

50 MB (for ProAdmin program files) + additional space required for data files.



### ADDITIONAL COMPONENTS

Microsoft .Net Framework 4.5 (or later)  
MSXML 6.0 Recommended (MSXML 4.0 minimum)  
Microsoft Visual C++ 2015 Redistributable x86 and x64 (or later) Drivers for database connection and fulfillment tool.  
Versions based on types of databases in use. (i.e. Microsoft.Jet.OLEDB.4.0 or later for accessing Microsoft Access mdb files.)



### PORTS

USB Port (for single-user hardware key).